


Search Notes 	Application/Control No. 10602287	Applicant(s)/Patent Under Reexamination FLORES ET AL.
	Examiner THJUAN K ADDY	Art Unit 2614

SEARCHED

Class	Subclass	Date	Examiner
379	265	7/18/08	TKA
379	210.01	7/18/08	TKA
705	010	7/18/08	TKA
706	016	7/18/08	TKA
707	006	7/18/08	TKA
707	3	7/18/08	TKA
707	6	7/18/08	TKA

SEARCH NOTES

Search Notes	Date	Examiner
EAST: search terms: feedback; data; mining; survey; update; modify; reroute; redirect; feed-back; customer; caller; CRM; customer	7/18/08	TKA
EAST: romelia near2 flores.in.	7/18/08	TKA
EAST: 379/265 and (rout\$6 or forward\$6 or transfer\$8 or sent or send\$6 or transi\$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey)	7/18/08	TKA
EAST: 379/265.01 and ((customer near relationship near management) or CRM) and channel and available near4 (agent or operator or representative) with (skill or location or cost or language or sale or satisfaction) and rout\$5 near3 request	7/18/08	TKA
EAST: customer with (feedback or feed-back or (feed near back)) same data near mining and feedback and data near mining and (updat\$5 or modif\$7 or chang\$5)	7/18/08	TKA
See attached EAST Search History	7/18/08	TKA

INTERFERENCE SEARCH

Class	Subclass	Date	Examiner